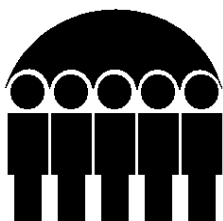


September 1, 2006

Employees' Manual
Title 17
Chapter A

CHILD WELFARE
INTAKE POLICY



Iowa
Department
of
Human Services

	<u>Page</u>
Life of the Case Phase: Intake	1
Intake Outcomes	1
Intake Decisions	1
Criteria for CPS Assessment	1
Criteria for CINA Assessment.....	2
Scope of Chapter	2
Legal Basis	2
CPS Intake Policy Statements	3
Sources of Reports.....	3
Mandatory Reporters.....	3
Duties of a Mandated Reporter.....	4
Content of a Mandated Report	4
Permissive Reporters.....	4
Anonymous Reporter	4
Others Required to Report.....	4
Other Types of Reporting	5
Evaluating Intake Information	5
Gathering History Information	5
Reports From Multiple Reporters	5
Time Limit for Supervisory Decision.....	5
Criteria for Accepting Reports	6
Physical Abuse Allegation	6
Mental Injury Allegation.....	6
Sexual Abuse Allegation.....	6
Denial of Critical Care Allegation	6
Child Prostitution Allegation.....	7
Presence of Illegal Drugs Allegation.....	7
Manufacturing or Possession of Dangerous Substances Allegation	7
Bestiality in the Presence of a Minor Allegation.....	7
Cohabitation With a Registered Sex Offender Allegation	7
Rejecting a Report	8
False Reports	8
Accepting a Report for Assessment.....	8
Assessment Process	8
Determining Jurisdiction	8
Assessment Response Time.....	9
Notice of Intake Decisions	9
Information Provided to Reporters.....	9
Notification of County Attorney	9
Confidentiality of the Identity of the Reporter	9
Summary of Child Protective References	10

Page

CINA Intake Policy Statements	12
Authority to Conduct CINA Intake	12
Evaluating Intake Information for CINA Assessment Referral.....	12
Rejected CINA Assessment Intakes	12
Rejected CPS Intake Referred for CINA Assessment.....	12
Jurisdiction of CINA Assessments	12
Response Time for CINA Assessment Referral	13
Abandonment of a Child.....	13
Safe Haven	13
Summary of Child in Need of Assistance References	13

Life of the Case Phase: Intake

Children in Iowa need protection from abuse. Child protection and strong families are the responsibility not only of the family itself, but also of the larger community, including formal and informal service networks.

It is the purpose and policy of this state to provide the greatest possible protection to children who may have been abused or are at risk for abuse and those children in need of assistance. Practice carrying out these policies shall be guided by the principle: **child safety comes first.**

The purpose of the Department's child welfare intake process is to obtain information to ensure requests for child protective services (CPS) or a child in need of assistance (CINA) that meet the criteria for assessment are accepted and that reports that do not meet the legal requirements are appropriately rejected.

This chapter summarizes state policies about child welfare intake services.

Intake Outcomes

- Child safety
- Appropriate reports accepted for assessment

Intake Decisions

- Accept or reject reports for assessment
- Establish response timeframe
- Determine transfer

Criteria for CPS Assessment

- Victim is a child under age 18
- Person responsible is a caretaker
- Incident or allegation falls within Iowa's definition of abuse

Criteria for CINA Assessment

- Child is under age 18
- CINA screen on *CPS and CINA Intake Decision Tree* indicates a possible basis for CINA petition

Scope of Chapter

This chapter includes “high level” statements that summarize the essence of the associated law, rule, or Department-required practice. The administrative rule and state law references are linked to the actual state rule or law chapter. The CPS and CINA policy sections each end with a table that identifies the topic of the policy and the applicable legal references.

Links to “Procedure” in this chapter refer either to Chapter 17-A(1), which describes state procedures for carrying out the intake process for child protective services, or to Chapter 17-A(2), which describes state procedures for the intake phase of a child in need of assistance case.

Links to “Practice Guidance” refer to Chapter 17-A(3), which provides background information to support the procedures or policy and the clinical or programmatic rationale for the actions that are required during the intake phase.

Legal Basis

Federal laws related to child welfare services include:

- ◆ Public Law 93-247, the “Child Abuse Prevention and Treatment Act of 1974”
- ◆ Public Law 98-457, the “Child Abuse Amendments of 1984”
- ◆ Public Law 100-294, the “Child Abuse Prevention, Adoption, and Family Services Act of 1988”
- ◆ Public Law 104-235, the “Child Abuse Prevention and Treatment Act of 1996”
- ◆ Public Law 105-89, the “Adoption and Safe Families Act of 1997”

Federal regulations pursuant to these laws are found in Title 45 Code of Federal Regulations (CFR) 1340, “Child Abuse and Neglect Prevention and Treatment.”

Specific reference to reporting and assessment of child abuse can be found in Iowa Code Chapter 232 "Juvenile Justice," Division III, Part 2, "Child Abuse Reporting, Assessment, and Rehabilitation," and section 232.81. Iowa Code Chapter 234, "Child and Family Services," vests the authority in the Department to use funds for protective services.

Department responsibilities for child welfare services are defined in Iowa Code Chapter 235, "Child Welfare." Chapter 235A, "Child Abuse," authorized the child abuse prevention program and the child abuse information registry.

Departmental rules concerning child abuse intake are found in 441 Iowa Administrative Code Chapter 175.

CPS Intake Policy Statements

Link to [Procedure](#)

Link to [Practice Guidance](#)

Sources of Reports

Law: [Iowa Code sections 232.69, 232.70, and 232.73](#)

Rule: [441 Iowa Administrative Code 175.23\(232\)](#)

Policy statement: The Department shall receive child abuse reports from mandatory, permissive, and anonymous reporters.

Mandatory Reporters

Law: [Iowa Code section 232.69\(1\)](#)

Rule: [441 Iowa Administrative Code 175.23\(1\)](#)

Policy statement: Every person as defined in Iowa law is a mandatory reporter of child abuse when within the scope of the person's professional practice or employment the person examines, attends, counsels, or treats a child and reasonably believes the child has been abused.

Duties of a Mandated Reporter

Law: [Iowa Code sections 232.69](#) and [232.70](#)

Rule: [441 Iowa Administrative Code 175.23\(1\)](#)

Policy statement: A mandatory reporter is required to make an oral report to the Department within 24 hours of becoming aware of an abusive incident and must make a written report to the Department within 48 hours of the oral report. A mandatory reporter must contact law enforcement if there is reason to believe that the child needs immediate protection.

Content of a Mandated Report

Law: [Iowa Code section 232.70\(6\)](#)

Policy statement: To the extent possible, the content of the oral and written report made by a mandatory reporter shall include information on the following: child and any other children within the household, parents, caretaker, person alleged to have committed the abuse, incident, additional sources of information, and information about the reporter.

Permissive Reporters

Law: [Iowa Code section 232.70, subsections 7 and 9](#)

Rule: [441 Iowa Administrative Code 175.23\(3\)](#)

Policy statement: Any person who suspects child abuse may make an oral or written report, or both, to the Department.

Anonymous Reporter

Law: [Iowa Code section 232.70\(6\)](#)

Policy statement: Permissive reporters may remain anonymous, yet the reports are handled in the same manner as other reports.

Others Required to Report

Rule: [441 Iowa Administrative Code 175.23\(2\)](#)

Policy statement: Income maintenance workers and certified adoption workers are required to report child abuse within the course of their employment duties.

Other Types of Reporting

Law: [Iowa Code section 232.69](#)

Policy statement: The Department can initiate a child protection assessment based on a situation that appears in the newspaper or other media.

Evaluating Intake Information

Law: [Iowa Code sections 232.67](#) and [232.71B](#)

Policy statement: The Department shall evaluate the safety of and risk to the child victim and any other children in the same home as the parents or other person responsible for their care.

Gathering History Information

Law: [Iowa Code section 232.70\(5\)](#)

Policy statement: Upon receipt of a report, the intake worker shall search the records of the Central Child Abuse Registry.

Reports From Multiple Reporters

Law: [Iowa Code section 232.70\(8\)](#)

Policy statement: When there is more than one report regarding the same incident, the Department may advise the subsequent reporters that the report has already been received.

Time Limit for Supervisory Decision

Law: [Iowa Code section 232.71B\(1\)](#)

Policy statement: Depending on the information provided at the time of intake and the level of risk to the child, the decision on whether to accept or reject a report of child abuse must be made within 1 hour or 12 hours from receipt of the report.

Criteria for Accepting Reports

Law: [Iowa Code sections 232.71B\(1\), 232.68\(2\), and 232.68\(7\)](#)

Policy statement: The Department shall accept a report of child abuse for assessment when the following three elements are present:

- ◆ The alleged abuse occurred to a child,
- ◆ The abuse falls within the definition of child abuse, and
- ◆ The abuse was caused by acts or omissions of the child's caretaker.

Physical Abuse Allegation

Law: [Iowa Code section 232.68\(2\), paragraph "a"](#)

Rule: [441 Iowa Administrative Code 175.21\(232,235A\)](#)

Policy statement: A report constitutes an allegation of physical abuse if there is damage to any bodily tissue that would require a healing process or there is damage to the body that results in the death of the child.

Mental Injury Allegation

Law: [Iowa Code section 232.68\(2\), paragraph "b"](#)

Policy statement: A report constitutes an allegation of mental injury when a child's intellectual or psychological capacity is injured.

Sexual Abuse Allegation

Law: [Iowa Code section 232.68\(2\)](#)

Policy statement: A report constitutes an allegation of sexual abuse if it concerns any sexual behavior between a caretaker and a child.

Denial of Critical Care Allegation

Law: [Iowa Code section 232.68\(2\), paragraph "d"](#)

Rule: [441 Iowa Administrative Code 175.21\(232,235A\)](#)

Policy statement: A report constitutes an allegation of denial of critical care when a person responsible for the care of a child fails to provide adequate food, shelter, clothing, or other care necessary for the child's health and welfare.

Child Prostitution Allegation

Law: [Iowa Code section 232.68\(2\), paragraph "e"](#)

Policy statement: A report constitutes an allegation of child prostitution when the services of a child as a partner in a sex act are sold, purchased, or offered for sale or purchase and the caretaker of the child allows, permits, or encourages the child to engage in prostitution.

Presence of Illegal Drugs Allegation

Law: [Iowa Code section 232.68\(2\), paragraph "f"](#)

Policy statement: A report constitutes an allegation of the presence of illegal drugs when an illegal drug is alleged to be present in a child's body or a child is alleged to have been exposed to an illegal drug that would result in the drug being present in the child's body.

Manufacturing or Possession of Dangerous Substances Allegation

Law: [Iowa Code section 232.68\(2\), paragraph "g"](#)

Policy statement: A report constitutes an allegation of manufacturing or possession of a dangerous substance when the caretaker manufactures a dangerous substance in the presence of a child, knowingly allows another person to do so, or possesses a product that contains elements used in manufacturing, with the inferred intent of using the product as a precursor or an intermediary.

Bestiality in the Presence of a Minor Allegation

Law: [Iowa Code section 232.68\(2\), paragraph "h"](#)

Policy statement: A report constitutes an allegation of bestiality in the presence of a minor when the act occurs in the presence of a child and was due to the acts or omissions of the person responsible for the care of the child, and the person committing the act resides in a home with the child.

Cohabitation With a Registered Sex Offender Allegation

Law: [Iowa Code section 232.68\(2\), paragraph "i"](#)

Policy statement: A report constitutes an allegation of cohabitation with a registered sex offender when a caretaker of a child knowingly resides with a registered sex offender or a person who is required to register who is not their minor child, or spouse, or father of the child.

Rejecting a Report

Law: [Iowa Code sections 232.70](#) and [232.71\(1\)](#)

Rule: [441 Iowa Administrative Code 175.21\(232, 235A\)](#)

Policy statement: The Department shall gather sufficient information at intake to determine if a report meets the intake criteria and shall accept the report when there is insufficient information to reject it.

False Reports

Law: [Iowa Code section 232.71B](#)

Policy statement: If the Department determines a report to be entirely false or without merit due to the report's spurious or frivolous nature, the Department may at its discretion terminate the assessment of the report.

Accepting a Report for Assessment

Law: [Iowa Code sections 232.70](#) and [232.71B](#)

Policy statement: When it is determined that a report of child abuse shall be accepted, it becomes a case and shall be assigned to a child protection worker.

Assessment Process

Law: [Iowa Code section 232.71B](#)

Rule: [441 Iowa Administrative Code 175.24\(232\)](#)

Policy statement: If the Department determines a report constitutes a child abuse allegation, the Department shall promptly commence an appropriate assessment within the applicable period.

Determining Jurisdiction

Law: [Iowa Code section 232.72](#)

Rule: [441 Iowa Administrative Code 175.35\(232\)](#)

Policy statement: The assessment unit serving the county where the child subject's home is has primary responsibility for completing the child abuse assessment.

Assessment Response Time

Law: [Iowa Code sections 232.70](#) and [232.71B](#)

Policy statement: When a child abuse case is assigned to a child protection worker, a time limit for the response shall be assigned that begins with the receipt of the report and is based on the information gathered at intake.

Notice of Intake Decisions

Information Provided to Reporters

Law: [Iowa Code sections 232.70](#), [232.71B](#), [235A.15](#), and [235A.17\(2\)](#)

Policy statement: The Department shall:

- ◆ Inform all reporters within 24 hours of receipt of the report whether the report has been accepted or rejected.
- ◆ Send a written notice of intake decision to all reporters within five working days.
- ◆ Advise all reporters to call law enforcement immediately if they have immediate concerns for child safety, and then recontact the intake unit.
- ◆ Advise mandatory reporters to submit a written report of the child abuse allegation within 48 hours to document the oral report.
- ◆ Inform mandatory reporters that they will receive a written notice of the assessment outcome and may request a copy of founded assessment reports.

Notification of County Attorney

Law: [Iowa Code sections 232.70](#) and [232.71](#)

Policy statement: The intake worker shall notify the county attorney of reports of child abuse regardless of the intake decision by providing a copy of form [470-0607, Child Protective Services Intake](#).

Confidentiality of the Identity of the Reporter

Law: [Iowa Code sections 232.71B](#)

Policy statement: The Department shall not reveal the identity of the reporter of child abuse to a subject of a child abuse report in the written notification to the parents or otherwise.

Summary of Child Protective References

Intake Activity	Law	Rule
Receiving the report		
Sources of reports	IA Code § 232.69, 232.70, 232.73	441 IAC 175.23(232)
Mandatory reporters	IA Code § 232.69(1)	441 IAC 175.23(1)
Duties of a mandated reporter	IA Code § 232.69, 232.70	441 IAC 175.23(1)
Content of a mandated report	IA Code § 232.70(6)	
Permissive reporters	IA Code § 232.70(7) & (9)	441 IAC 175.23(3)
Anonymous reporter	IA Code § 232.70(6)	
Others required to report		441 IAC 175.23(2)
Other types of reporting	IA Code § 232.69	
Evaluating the report		
Evaluating intake information	IA Code § 232.67, 232.71B	
Gather history information	IA Code § 232.70(5)	
Reports from multiple reporters	IA Code § 232.70(8)	
Time limit for supervisory decision	IA Code § 232.71B(1)	
Criteria for accepting a report for assessment		
Criteria for accepting reports	IA Code § 232.71B(1), 232.68(2), 232.68(7)	
Physical abuse allegation	IA Code § 232.68(2)(a)	441 IAC 175.21(232,235A)
Mental injury allegation	IA Code § 232.68(2)(b)	
Sexual abuse allegation	IA Code § 232.68(2)	

Intake Activity	Law	Rule
Denial of critical care allegation	IA Code § 232.68(2)(d)	441 IAC 175.21(232,235A)
Child prostitution allegation	IA Code § 232.68(2)(e)	
Presence of illegal drugs allegation	IA Code § 232.68(2)(f)	
Manufacturing or possession of dangerous substances allegation	IA Code § 232.68(2)(g)	
Bestiality in the presence of a minor allegation	IA Code § 232.68(2)(h)	
Cohabitation with a registered sex offender allegation	IA Code § 232.68(2)(i)	
Rejecting the report	IA Code § 232.70, 232.71(1)	441 IAC 175.21(232,235A)
False reports	IA Code § 232.71B	
Accepting the report	IA Code § 232.70, 232.71B	
Assessment process	IA Code § 232.71B	441 IAC 175.24(232)
Determining jurisdiction	IA Code § 232.72	441 IAC 175.35(232)
Assessment response time	IA Code § 232.70, 232.71B	
Providing notification of intake decisions		
Information provided to reporters	IA Code § 232.70, 232.71B, 235A.15, 235A.17(2)	
Notification of county attorney	IA Code § 232.70, 232.71	
Confidentiality of the identity of the reporter	IA Code § 232.71B	

CINA Intake Policy Statements

Link to [Procedure](#)

Link to [Practice Guidance](#)

Authority to Conduct CINA Intake

Law: [Iowa Code section 232.81](#)

Policy statement: Any person may file a complaint with the agency designated by the court to perform intake duties alleging a child is a “child in need of assistance.”

Evaluating Intake Information for CINA Assessment Referral

Law: None, statewide required practice

Policy statement: The intake worker shall evaluate the credibility of the facts and circumstances alleged and the information gathered.

Rejected CINA Assessment Intakes

Law: None, statewide required practice

Policy statement: If the intake information does not contain information to determine whether the case meets criteria for referral for CINA assessment services, the CINA intake will be rejected. The Department’s involvement ends with provision of information on community resources to the caller, if applicable to the circumstances reported.

Rejected CPS Intake Referred for CINA Assessment

Law: None, statewide required practice

Policy statement: A CINA assessment referral may be made when the rejected child abuse intake information indicates possible CINA eligibility.

Jurisdiction of CINA Assessments

Law: [Iowa Code section 232.61](#)

Policy statement: The county of residence of the child is the county responsible for the CINA assessment.

Response Time for CINA Assessment Referral

Law: None, statewide required practice

Policy statement: The supervisor shall assign cases meeting CINA assessment services referral criteria within one business day. The assigned worker shall make a child and family contact within 5 business days of the intake and shall complete the assessment summary in 20 business days.

Abandonment of a Child

Law: [Iowa Code Chapter 232.2](#)

Policy statement: An immediate response is required when a parent, guardian, or other custodian has abandoned or deserted the child.

Safe Haven

Law: [Iowa Code Chapter 233](#)

Policy statement: If an infant under age 14 days is abandoned at a health facility, the Department shall respond as required under the Newborn Safe Haven Act. If the child has been abused, the CINA intake worker shall make a child abuse referral to child protective intake.

Summary of Child in Need of Assistance References

Intake Activities	Law	Rule
Legal authority to conduct CINA intake	IA Code § 232.81	
Evaluating the intake information	Statewide required practice	
Making the intake decision		
Rejected CINA assessment intakes	Statewide required practice	
Rejected CPS intake referred for CINA assessment	Statewide required practice	
Jurisdiction of intake assignments		
Determine appropriate jurisdiction	Iowa Code § 232.61	

	Intake Activities	Law	Rule
	Response time for referral	Statewide required practice	
	Abandonment of a child	Iowa Code § 232.2	
	Safe Haven	Iowa Code Chapter 233	



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

September 1, 2006

GENERAL LETTER NO. 17-A-4

ISSUED BY: Bureau of Protective Services,
Division of Behavioral, Developmental and Protective Services for
Families, Adults and Children

SUBJECT: Employees' Manual, Title 17, Chapter A, **INTAKE POLICY**, Title page,
new; Contents (pages 1 and 2), new; and pages 1 through 13, new.

Summary

Employees' Manual Chapter 16-E, **CHILD PROTECTIVE ASSESSMENTS**, has been redesigned into policy, procedure, and practice guidance subchapters reflecting the phase in the life of the case (intake and assessment). The new intake chapters are:

- ◆ 17-A, **INTAKE POLICY**, which contains succinct, "high level" statements that summarize the essence of the associated laws, rules, and Department-required practice.
- ◆ 17-A(1), **CPS INTAKE PROCEDURES**, which tells what the child protective services intake worker should do in the logical order of when and how to do the work.
- ◆ 17-A(2), **CINA INTAKE PROCEDURES**, which tells what the child in need of assistance intake worker should do in the logical order of when and how to do the work.
- ◆ 17-A(3), **INTAKE PRACTICE GUIDANCE**, which provides background information to support the procedures or policy and the clinical or programmatic rationale for the actions that are required.
- ◆ 17-A(4), **ADDITIONAL INTAKE INFORMATION**, which contains information that is lengthy or used only in specific situations. These topics may be accessed through hypertext links in the policy, procedure, or guidance chapters.

Hypertext links in all of the chapters connect to the other intake chapters, additional information on a topic, or a specific form or tool.

This chapter includes "high level" statements that summarize the essence of the associated law, rule, or Department-required practice. The administrative rule and state law references are linked to the actual state rule or law chapter.

As the Department's child welfare redesign project "Better Results for Kids," set the targeted population to be served, the scope of intake responsibilities is expanded to include CINA (child in need of assistance) intakes. The CPS and CINA policy sections each end with a table that identifies the topic of the policy and the applicable legal references.

There are no changes to child protective service intake policy. New policies for CINA intake have been included as follows:

- ◆ Authority to conduct CINA intake: Any person may file a complaint with the agency designated by the court to perform intake duties alleging a child is a "child in need of assistance."
- ◆ Jurisdiction of CINA assessments: The county of residence of the child determines the county responsible for the CINA assessment.
- ◆ Response timeframes for referral for CINA assessment: The supervisor will assign cases meeting CINA assessment services referral criteria within one business day. The assigned worker will make a child and family contact within five business days. The summary will be completed in 20 business days.
- ◆ Rejected CINA intakes: If the intake information does not contain information to determine the case meets criteria for referral for CINA assessment services, the CINA intake will be rejected. The Department's involvement ends with provision of information on community resources to the caller, if applicable to the circumstances reported.
- ◆ Rejected CPS intake referred for CINA assessment services: A CINA assessment referral may be made when the information on a rejected child abuse intake indicates possible CINA eligibility.
- ◆ Evaluating intake information for CINA assessment referral: The intake worker will evaluate the credibility of the facts and circumstances alleged and the information gathered.

Effective Date

Upon receipt.

Material Superseded

None.

Additional Information

Assessment chapters will be released in the near future.

Refer questions about this general letter to your area service administrator.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

August 31, 2007

GENERAL LETTER NO. 17-A-5

ISSUED BY: Bureau of Protective Services,
Division of Child and Family Services

SUBJECT: Employees' Manual, Title 17, Chapter A, **INTAKE POLICY**, Contents
(pages 1 and 2), revised; pages 4 and 8 through 13; revised; and page
14, new.

Summary

Intake policy is revised to:

- ◆ Clarify policy regarding information provided to reporters.
- ◆ Add existing policy regarding the confidentiality of the reporter's identity, abandonment of a child, and the Newborn Safe Haven Act that was omitted in the prior manual release.
- ◆ Update Iowa Code citations to reflect current statutes.

Effective Date

Immediately

Material Superseded

Remove the following pages from Employees' Manual, Title 17, Chapter A, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (pages 1 and 2)	September 1, 2006
4, 8-13	September 1, 2006

Additional Information

Refer questions about this general letter to your area service administrator.